

Fig. 1
(Prior Art)

Strategic Planning Process

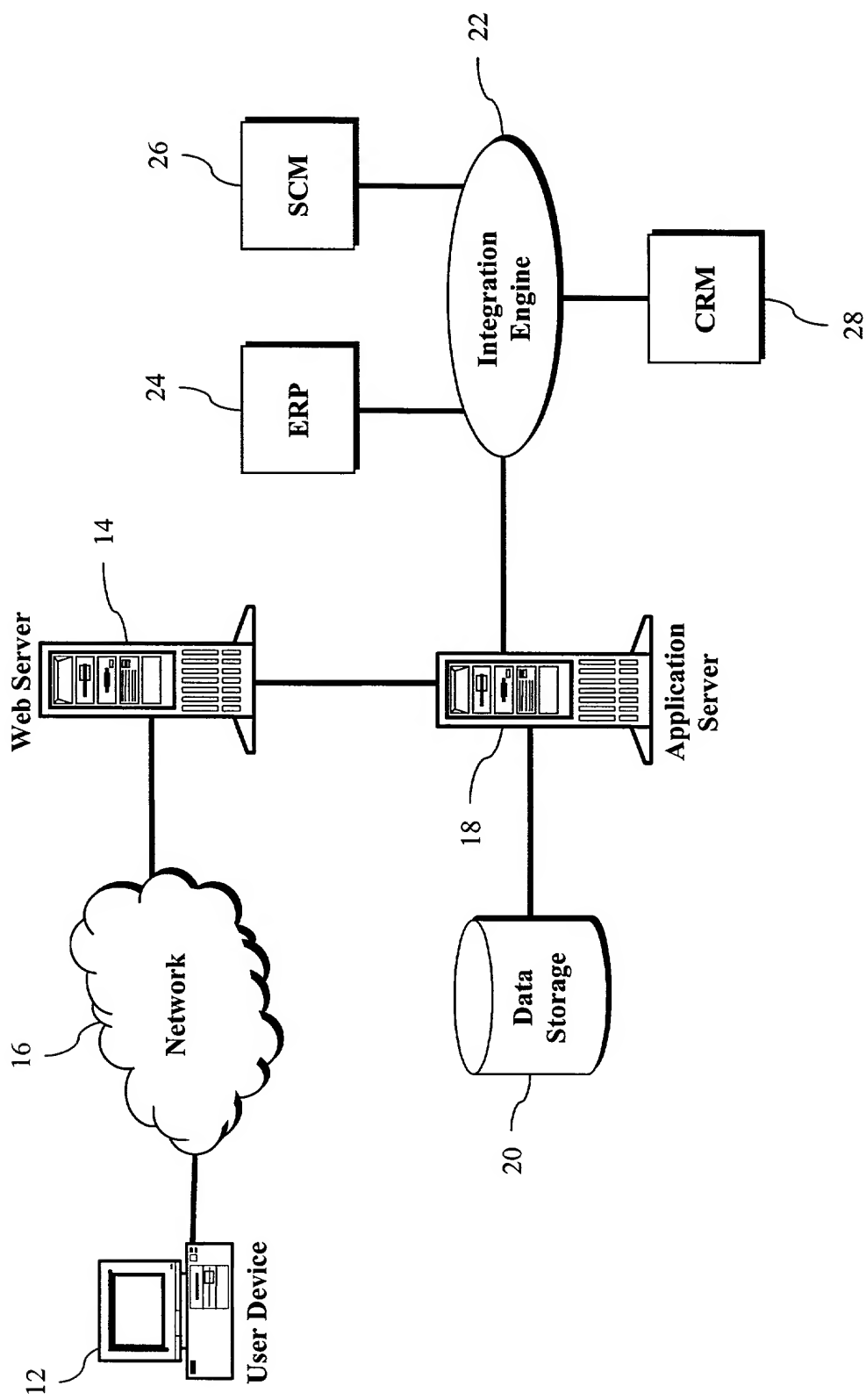


Fig. 2

Fig. 3

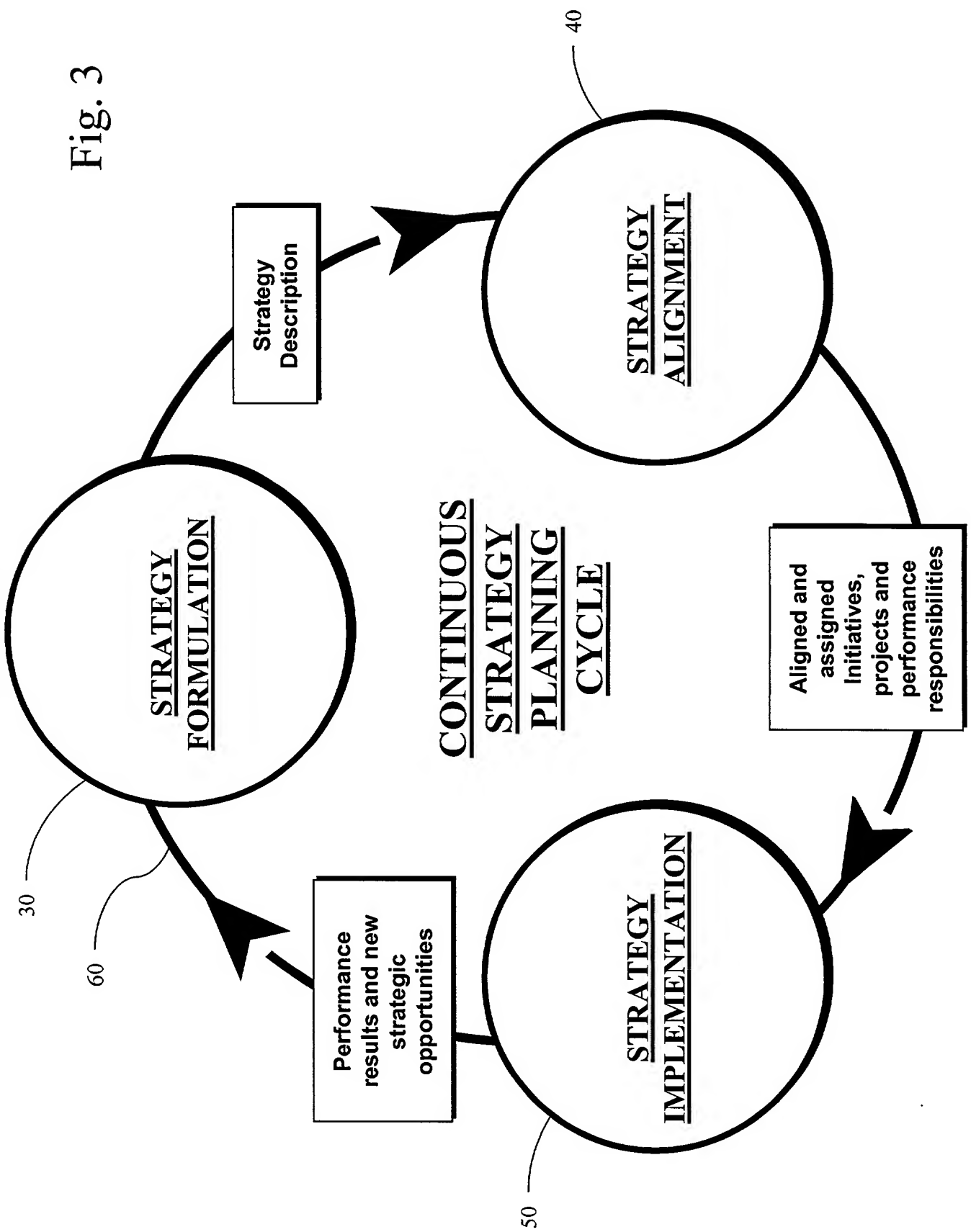
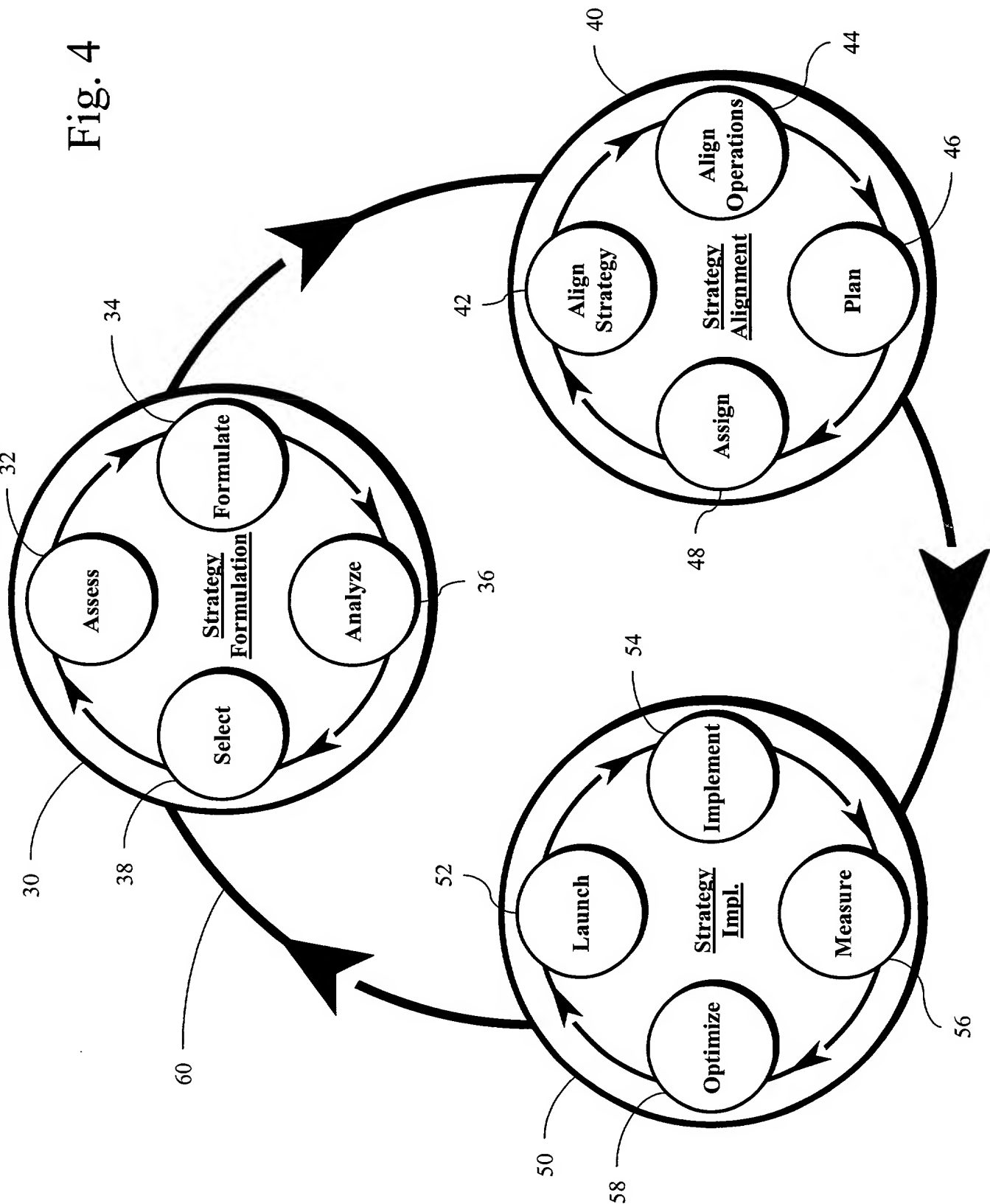


Fig. 4



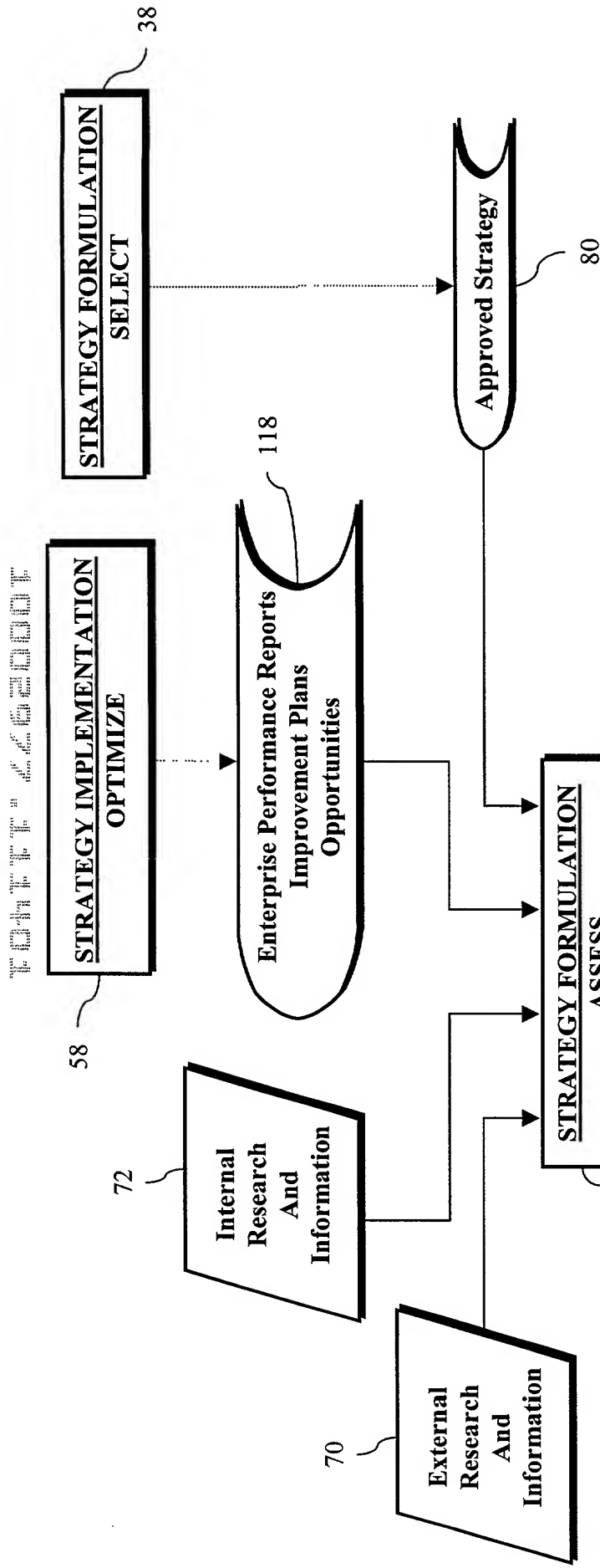


Fig. 5a

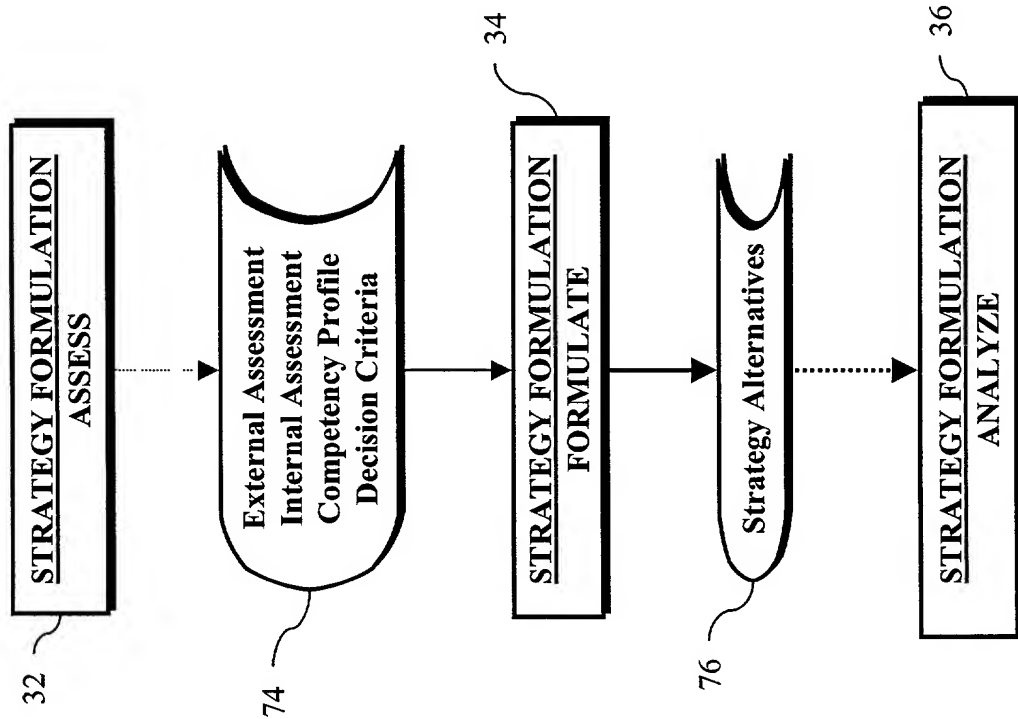


Fig. 5b

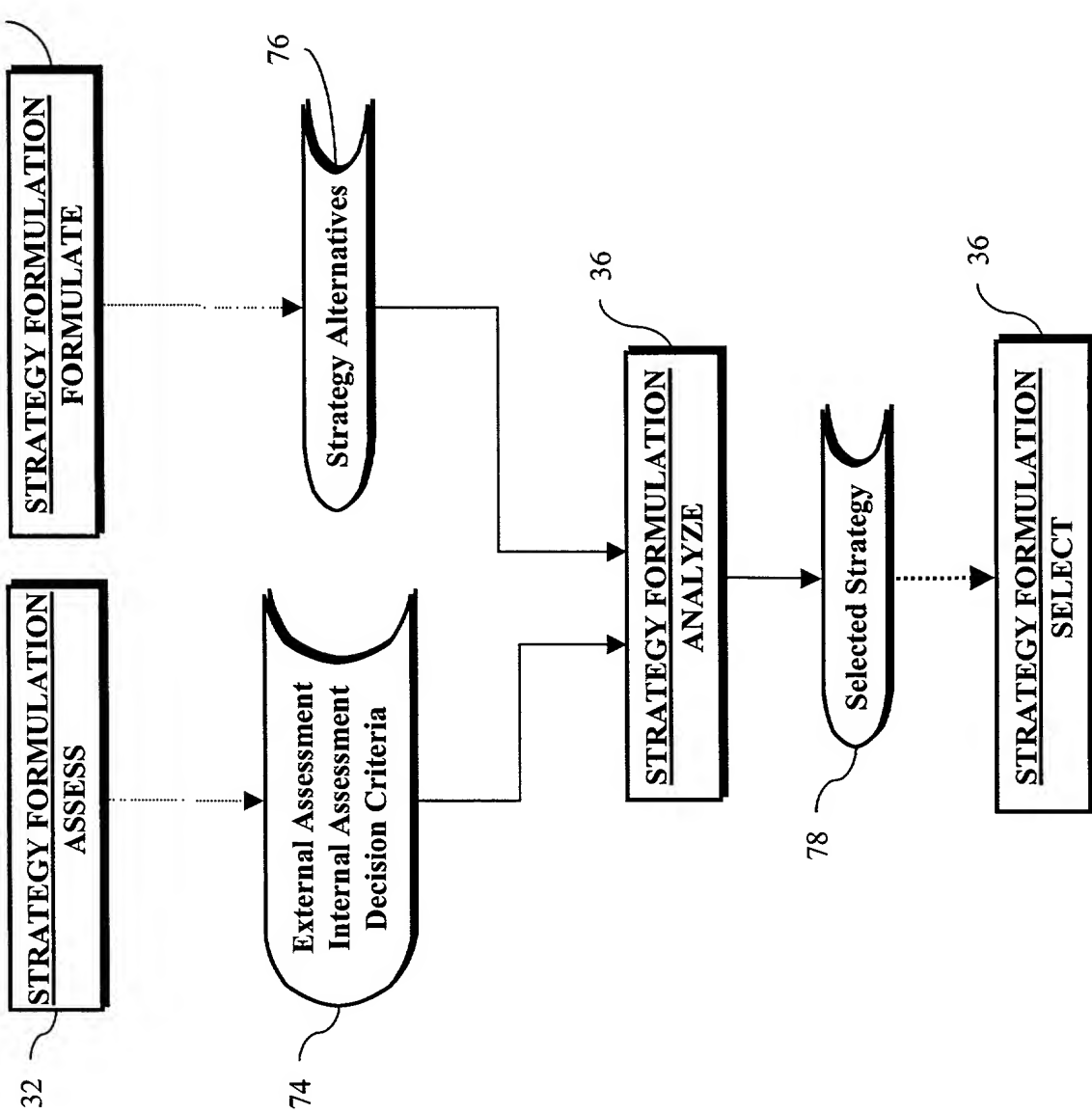


Fig. 5c

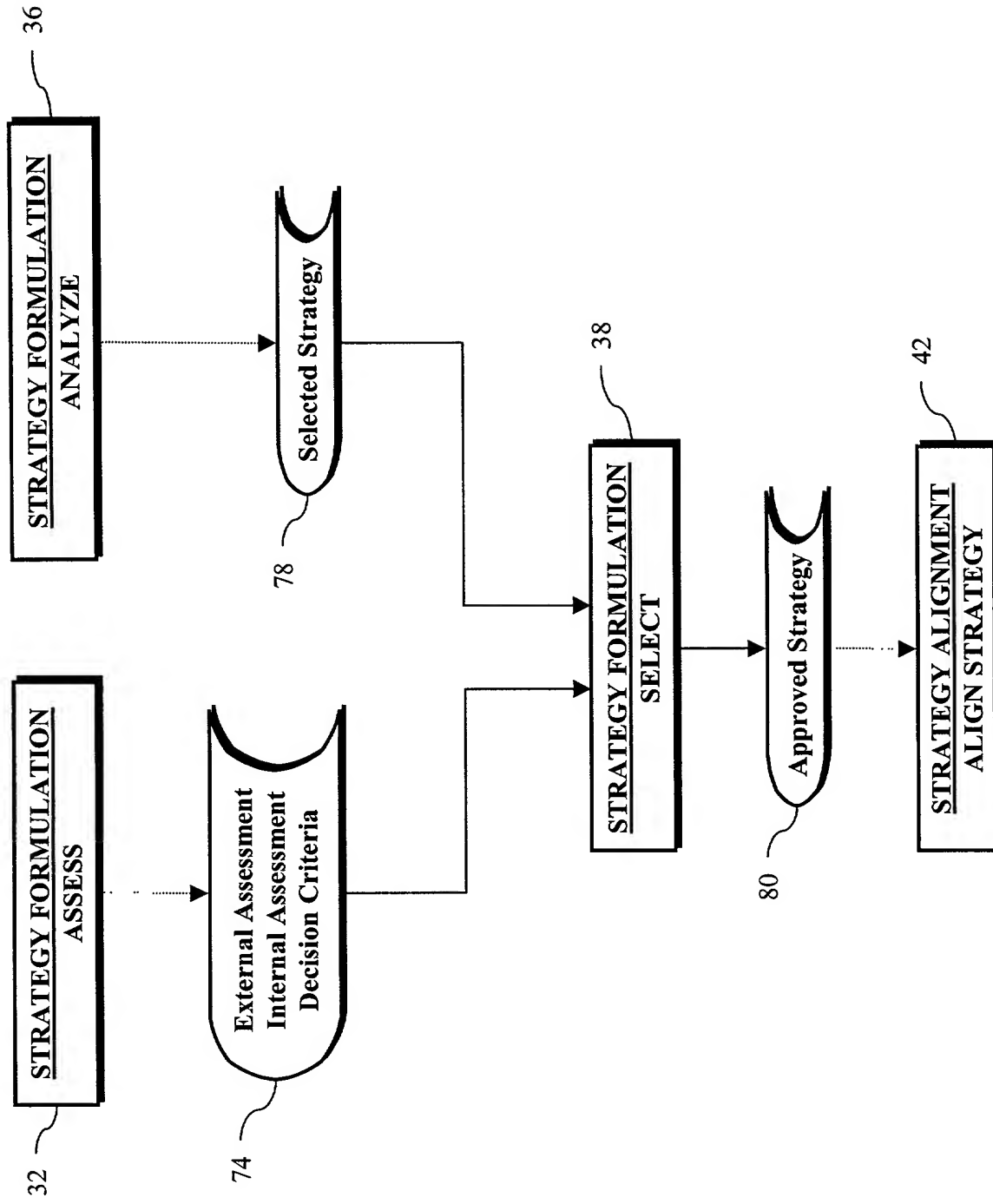


Fig. 5d

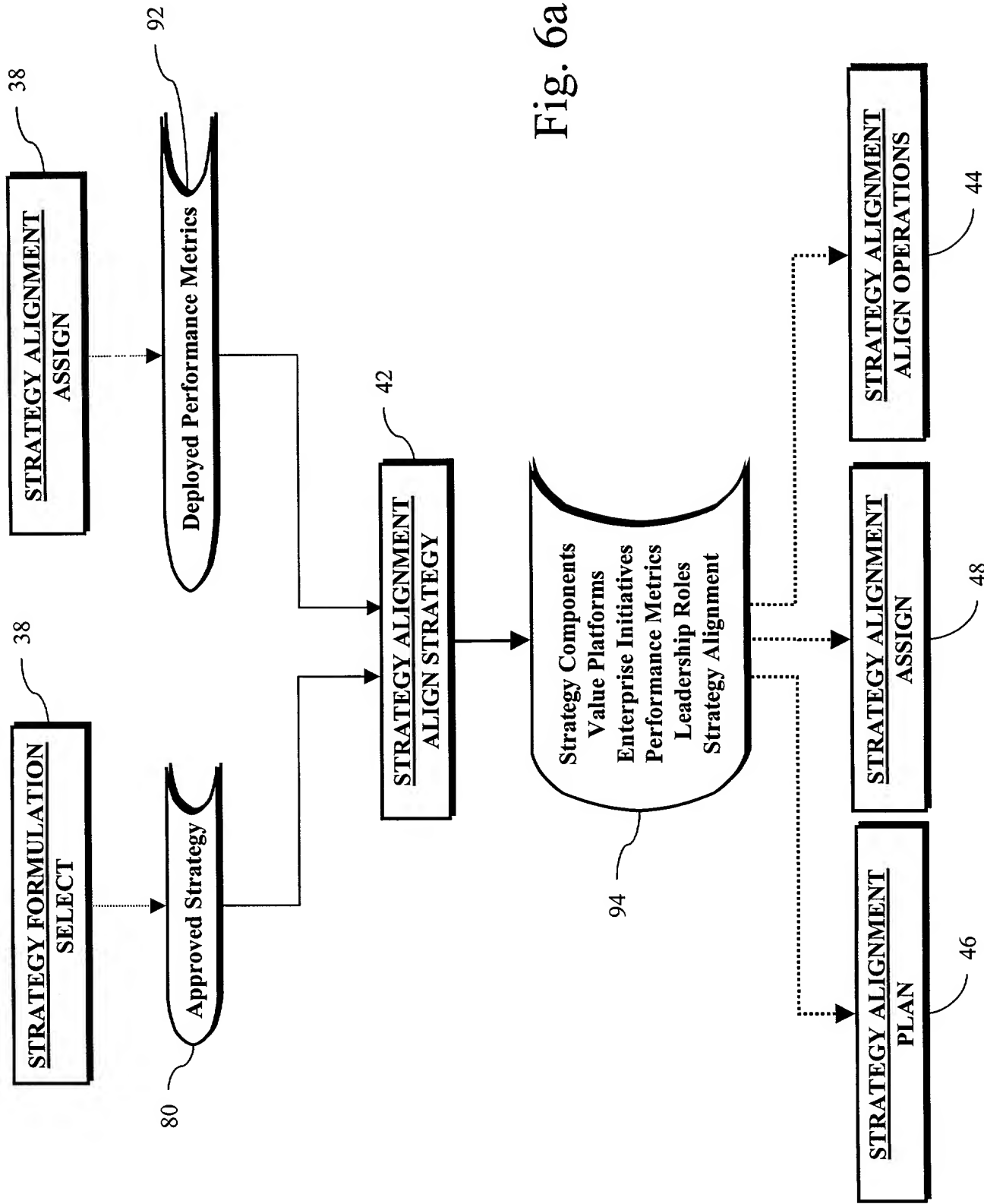


Fig. 6a

102	100	<div> <div> <p>How important is this implementation of this Initiative to the achievement of this Performance Metric?</p> </div> <div> <p>METRIC</p> </div> <div> <p>INITIATIVE</p> </div> </div>			
Percent of software revenue from ASP > 45% by Q2 2004					104
Application functionality > 95% by end of 2005	✖				
Billable hours rate for professional services > 72% Q2 2005	↶		↶		
					104
					104
					104
					104

Fig. 7

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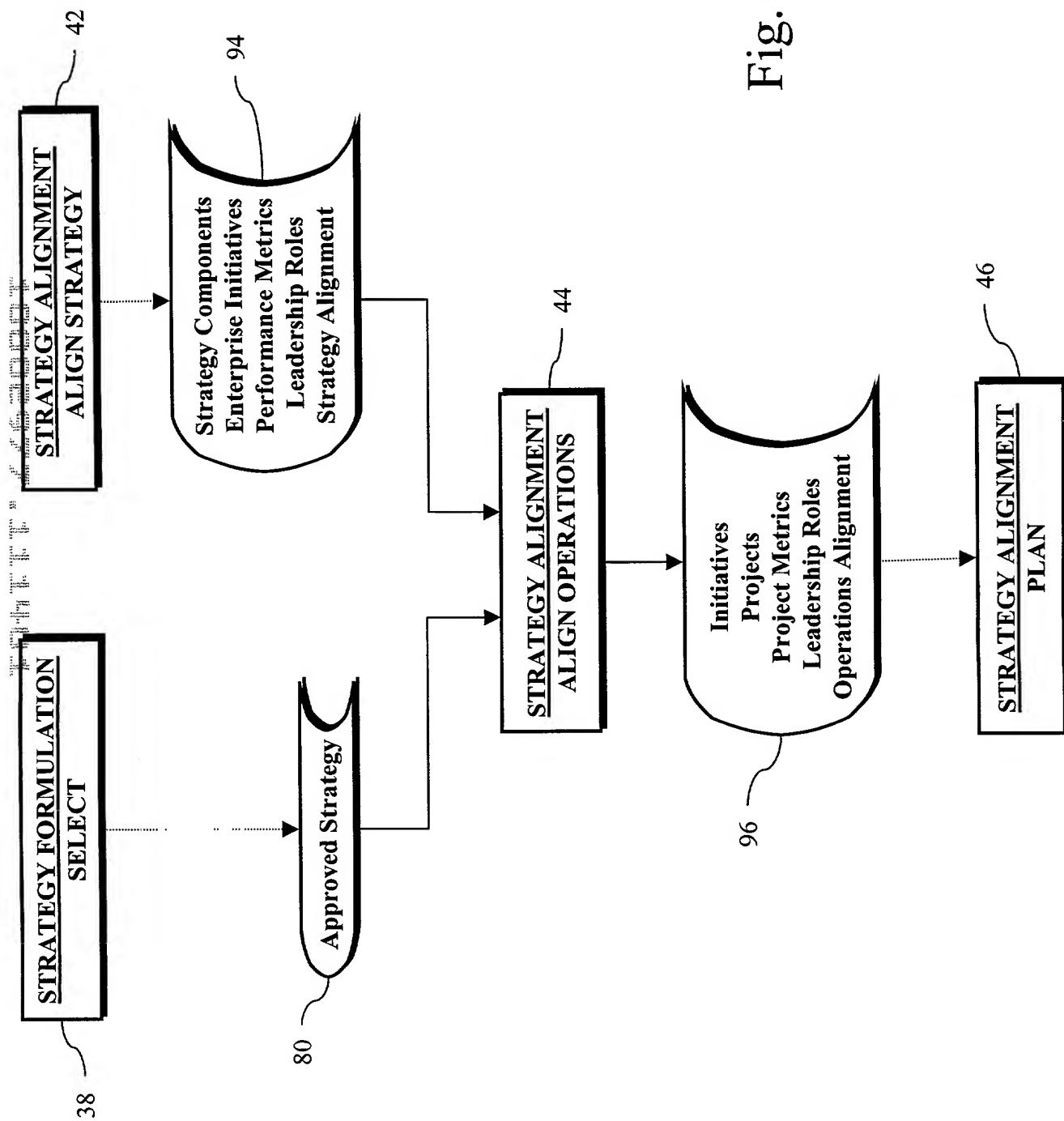


Fig. 6b

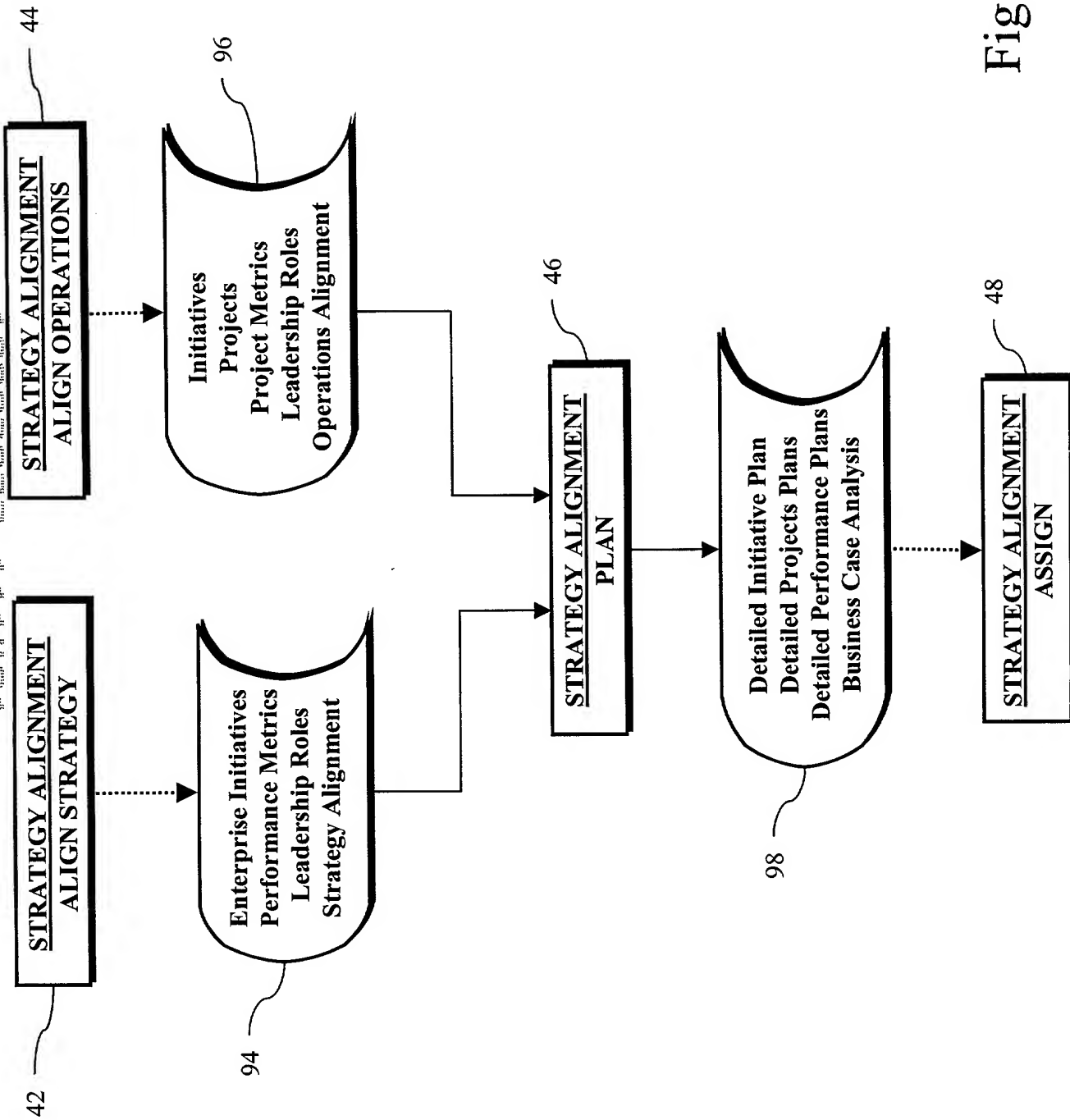
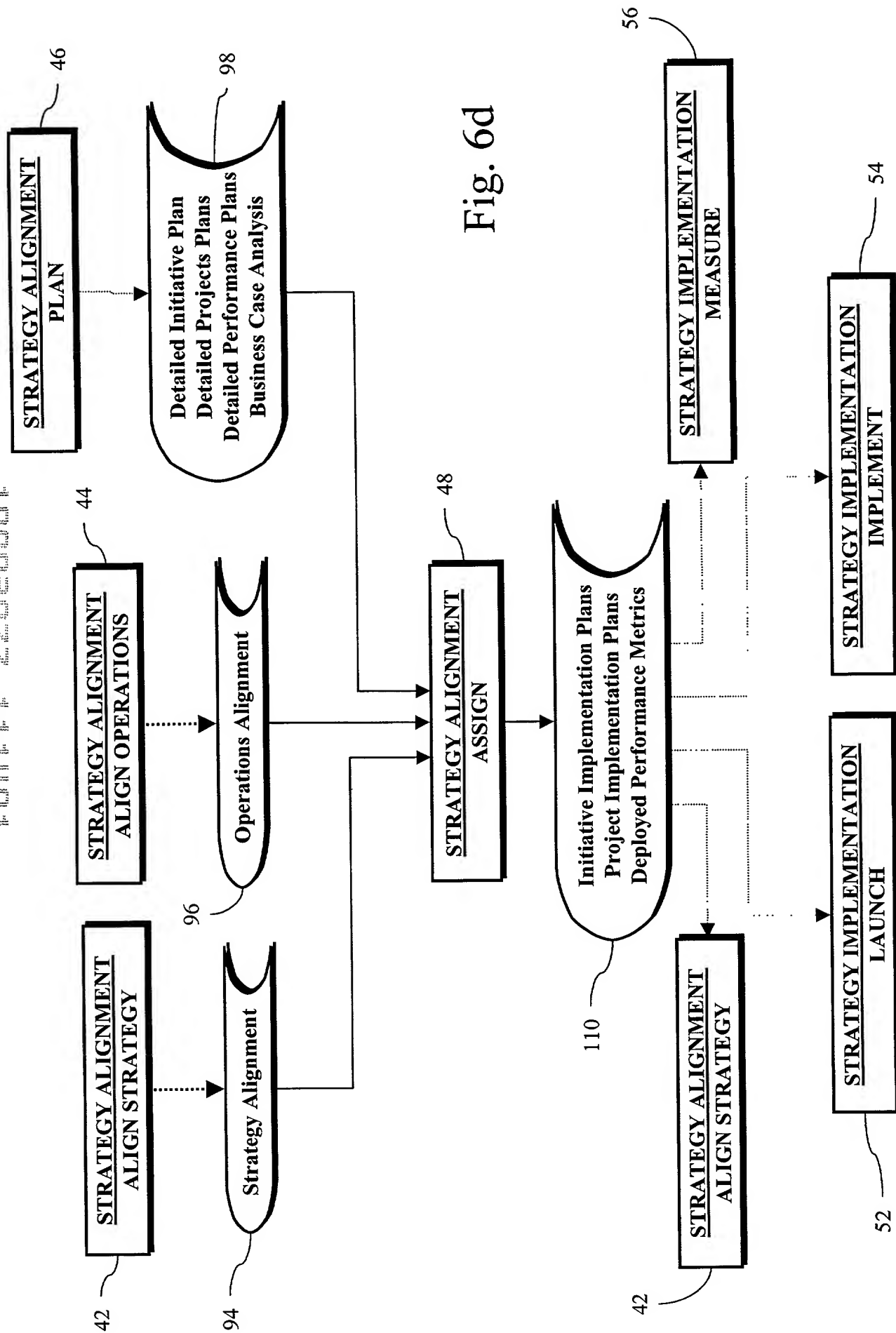


Fig. 6c



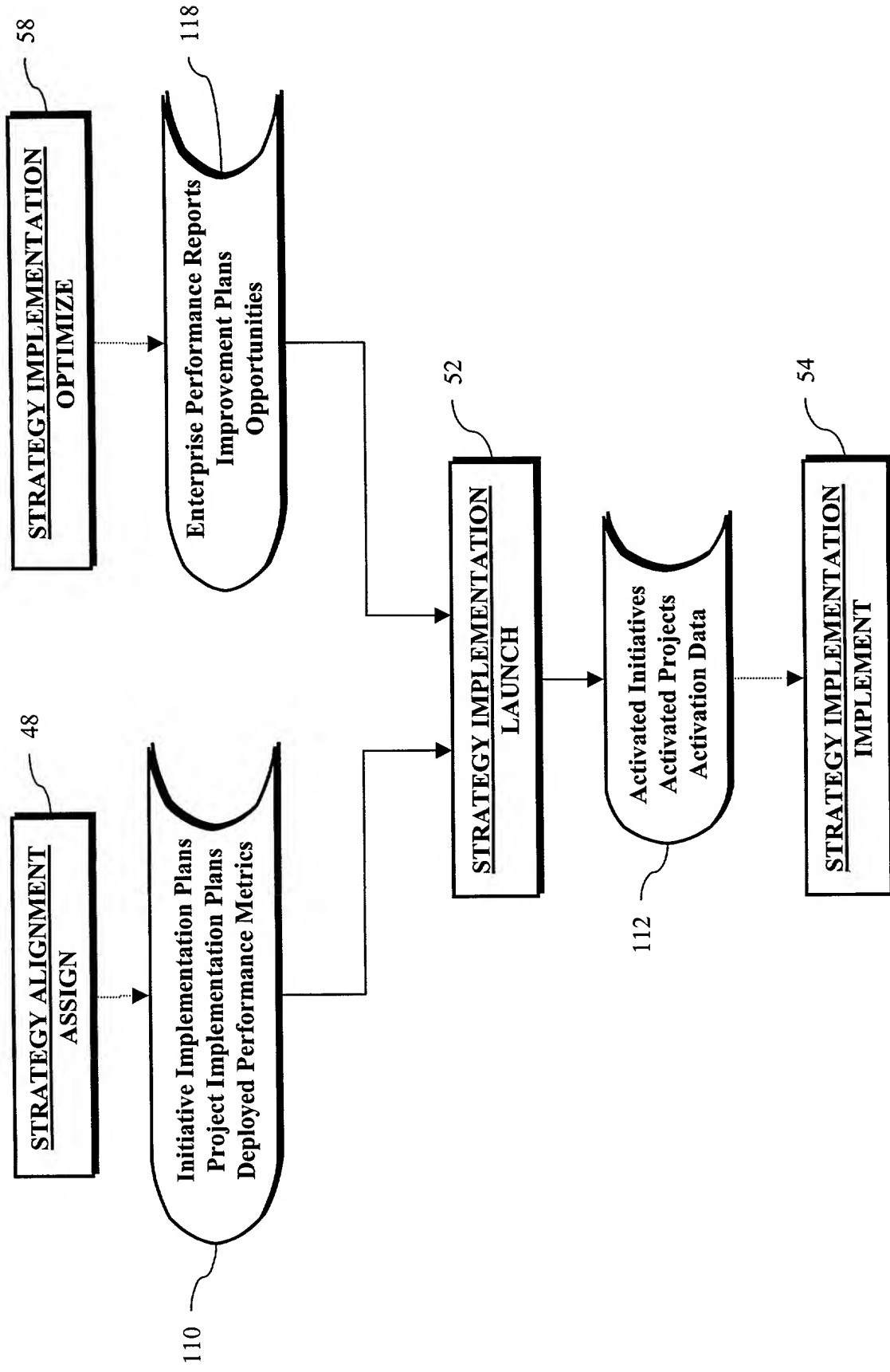


Fig. 8a

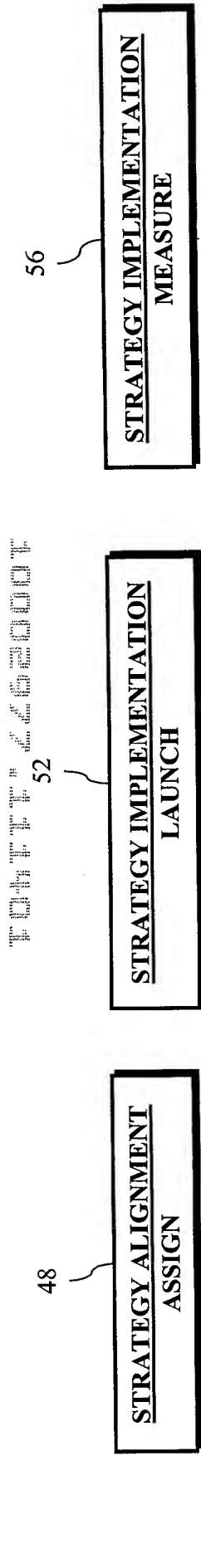
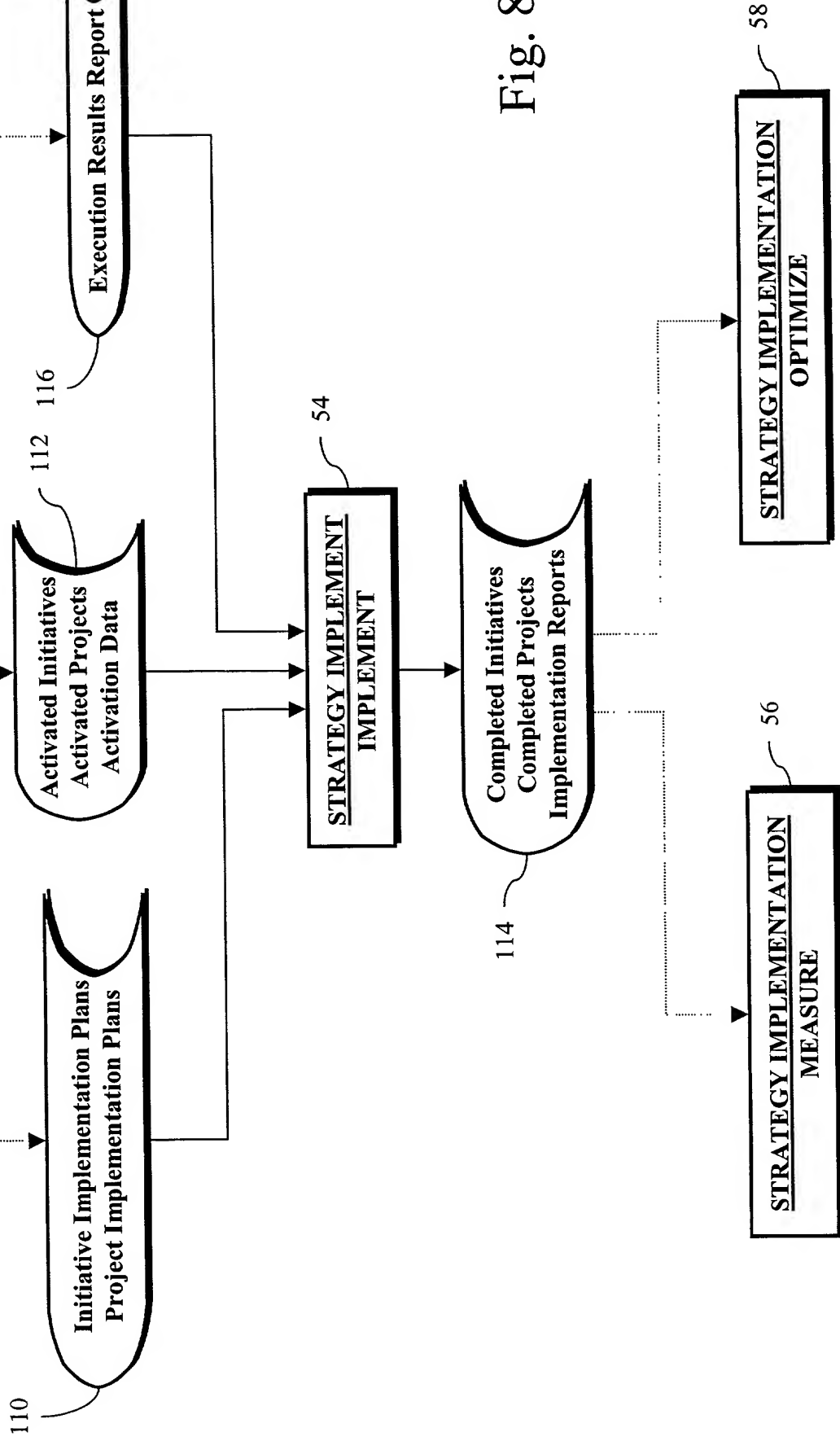


Fig. 8b



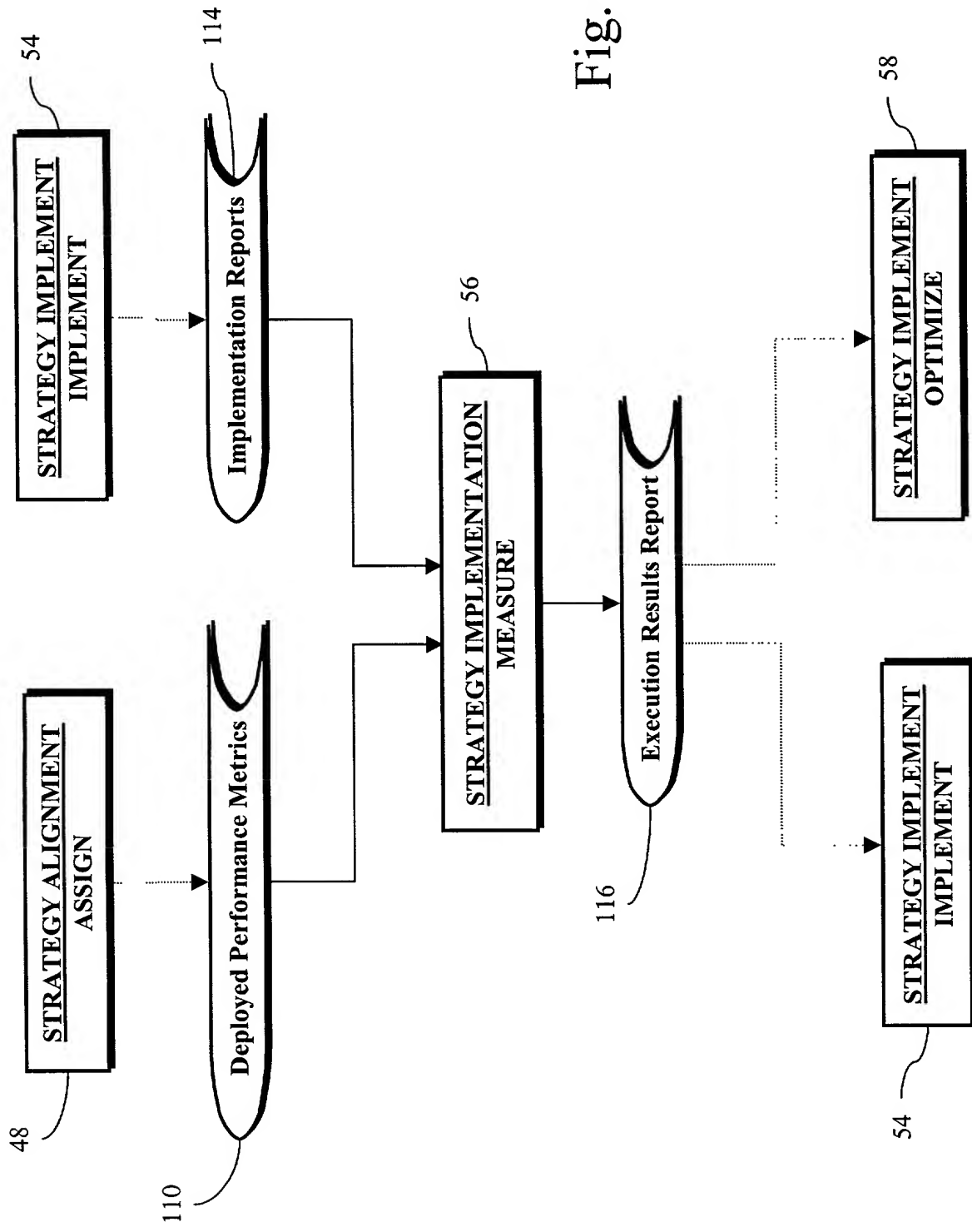


Fig. 8c

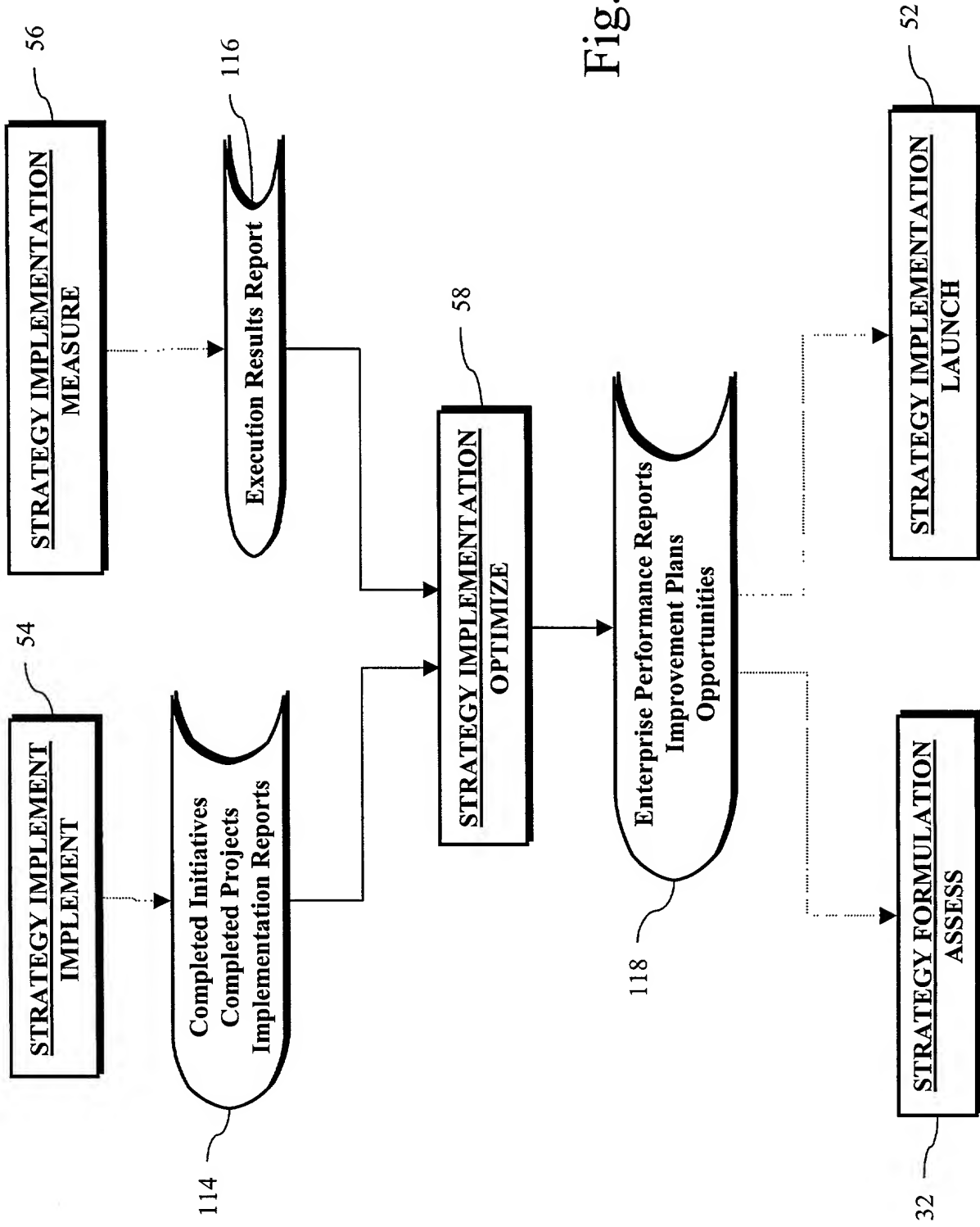


Fig. 8d

200

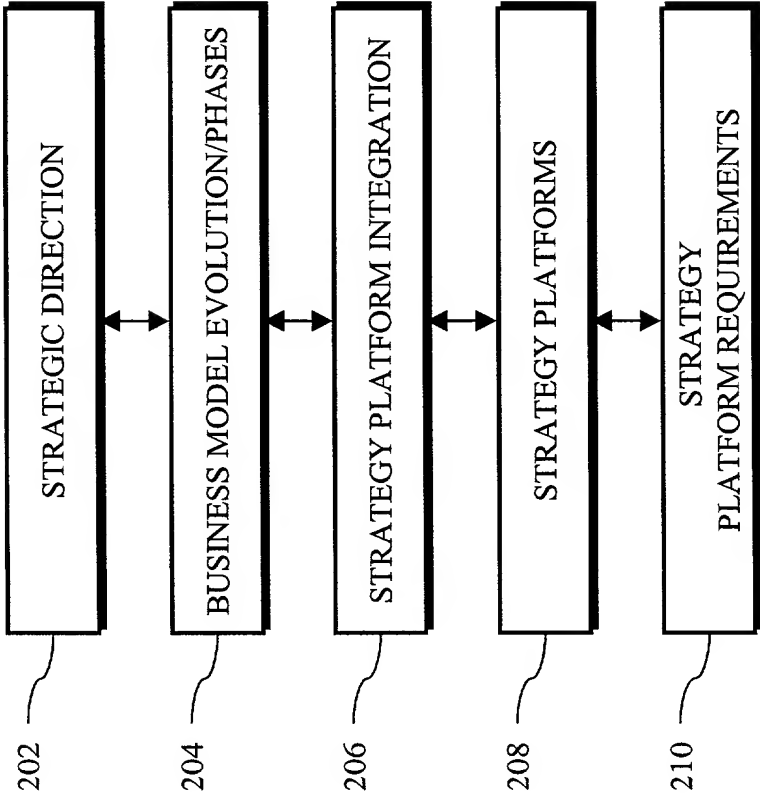


Fig. 9

STRATEGY REQUIREMENTS
Requirement
Category
Current Capabilities
Leveragability
Location
Future Requirements
Priority
Feasibility

Fig. 13

STRATEGIC DIRECTION

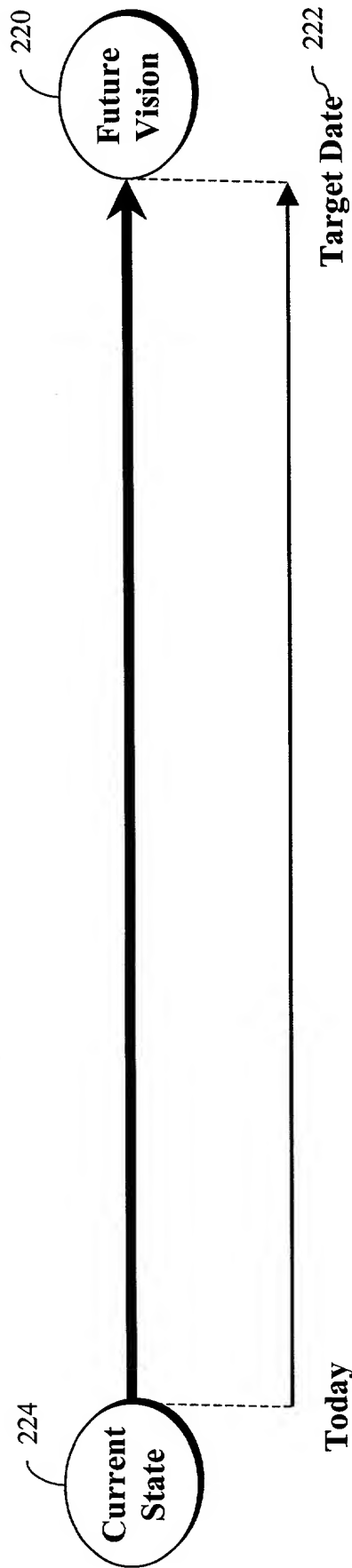


Fig. 10a

BUSINESS MODEL EVOLUTION/PHASES

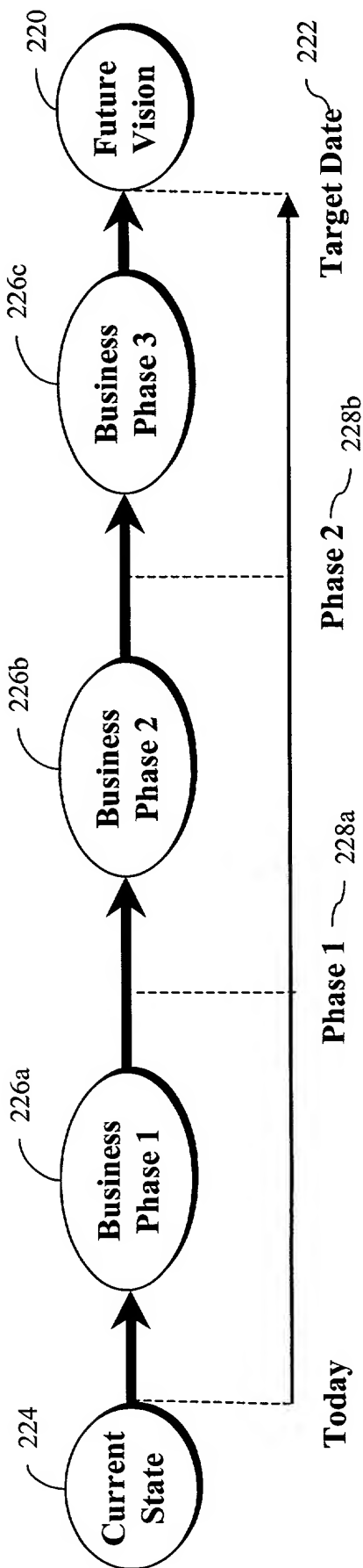


Fig. 10b

TELETELEPHONY STRATEGY PLATFORM INTEGRATION

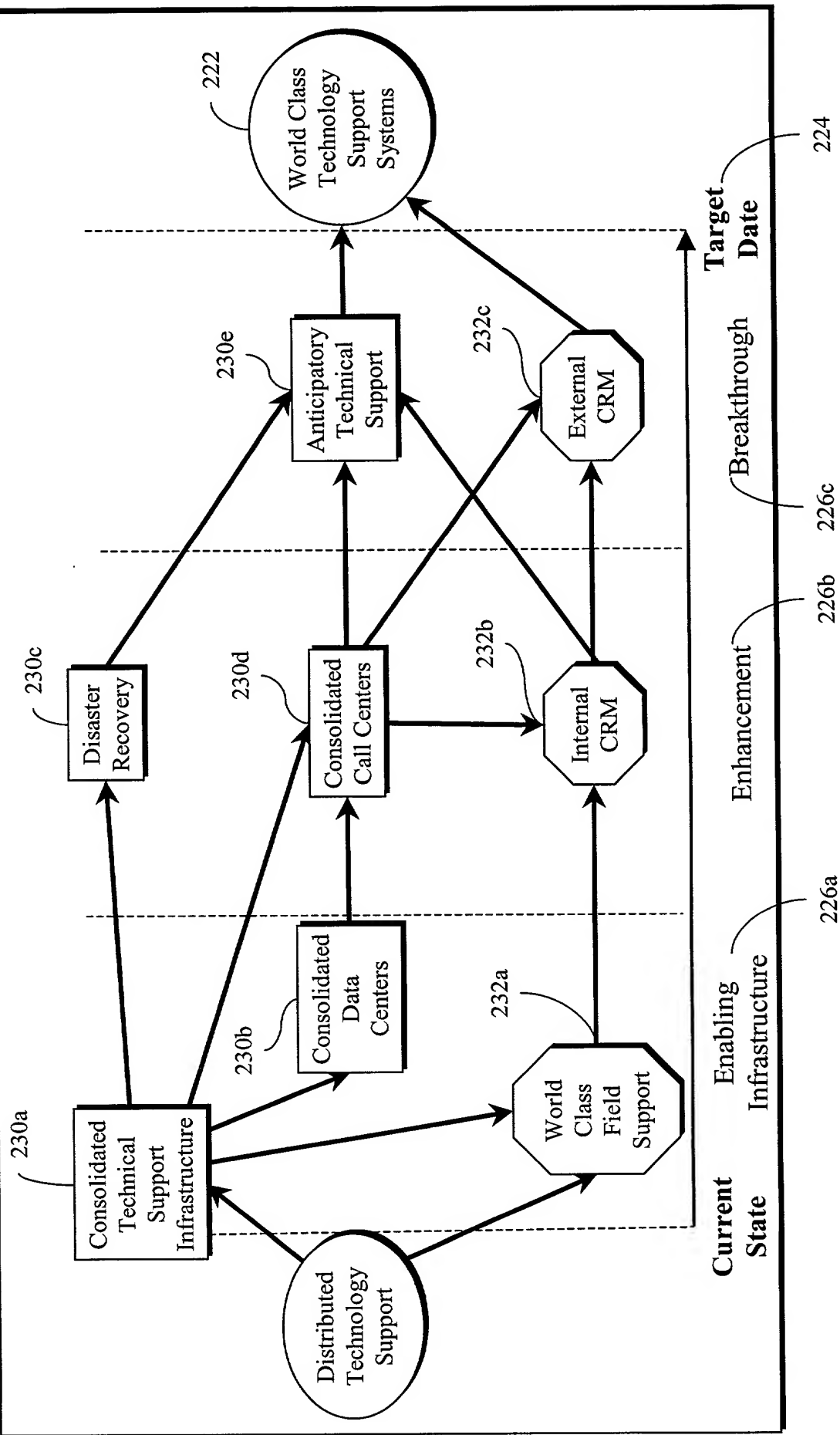


Fig. 10c

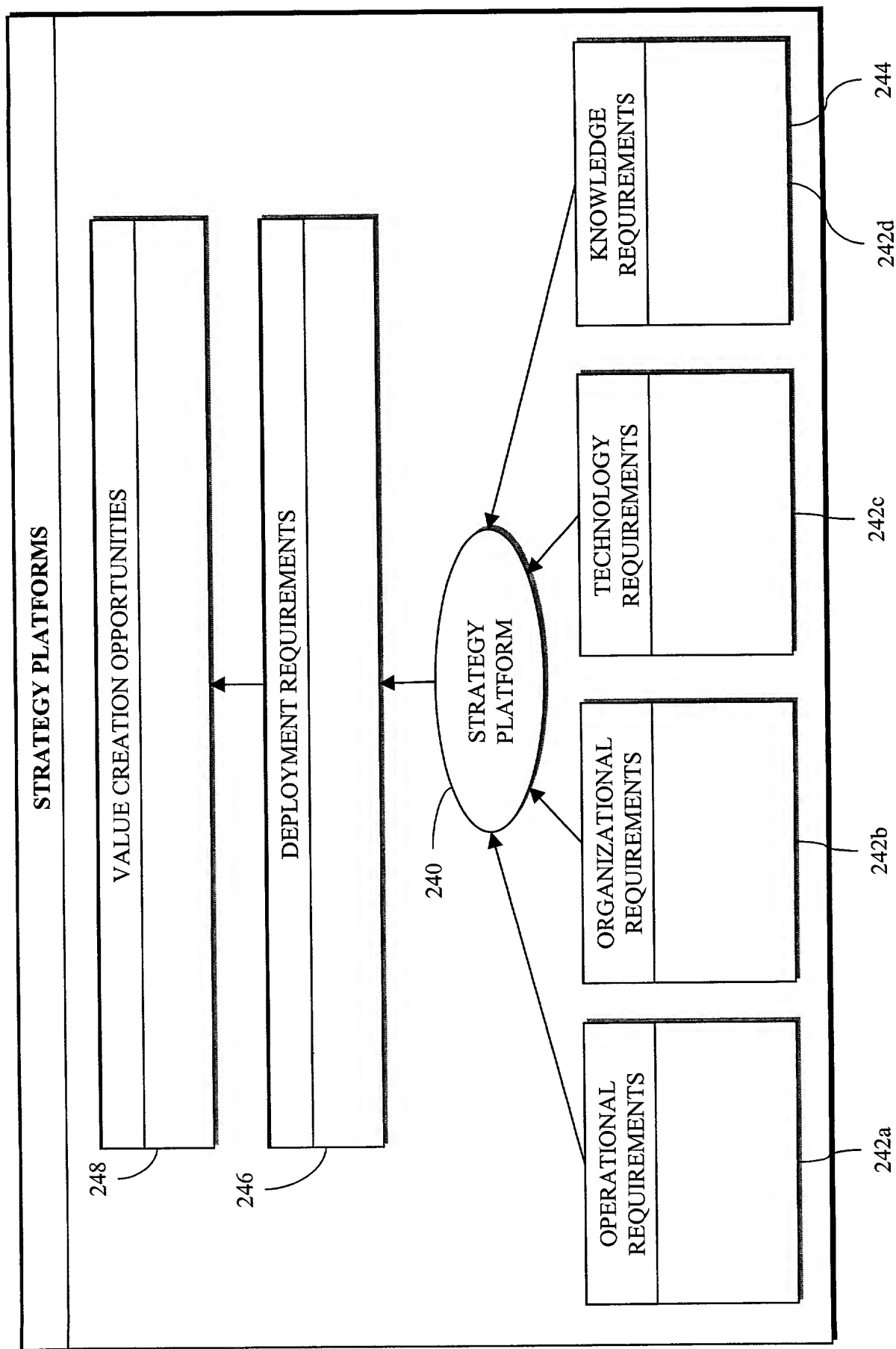


Fig. 11

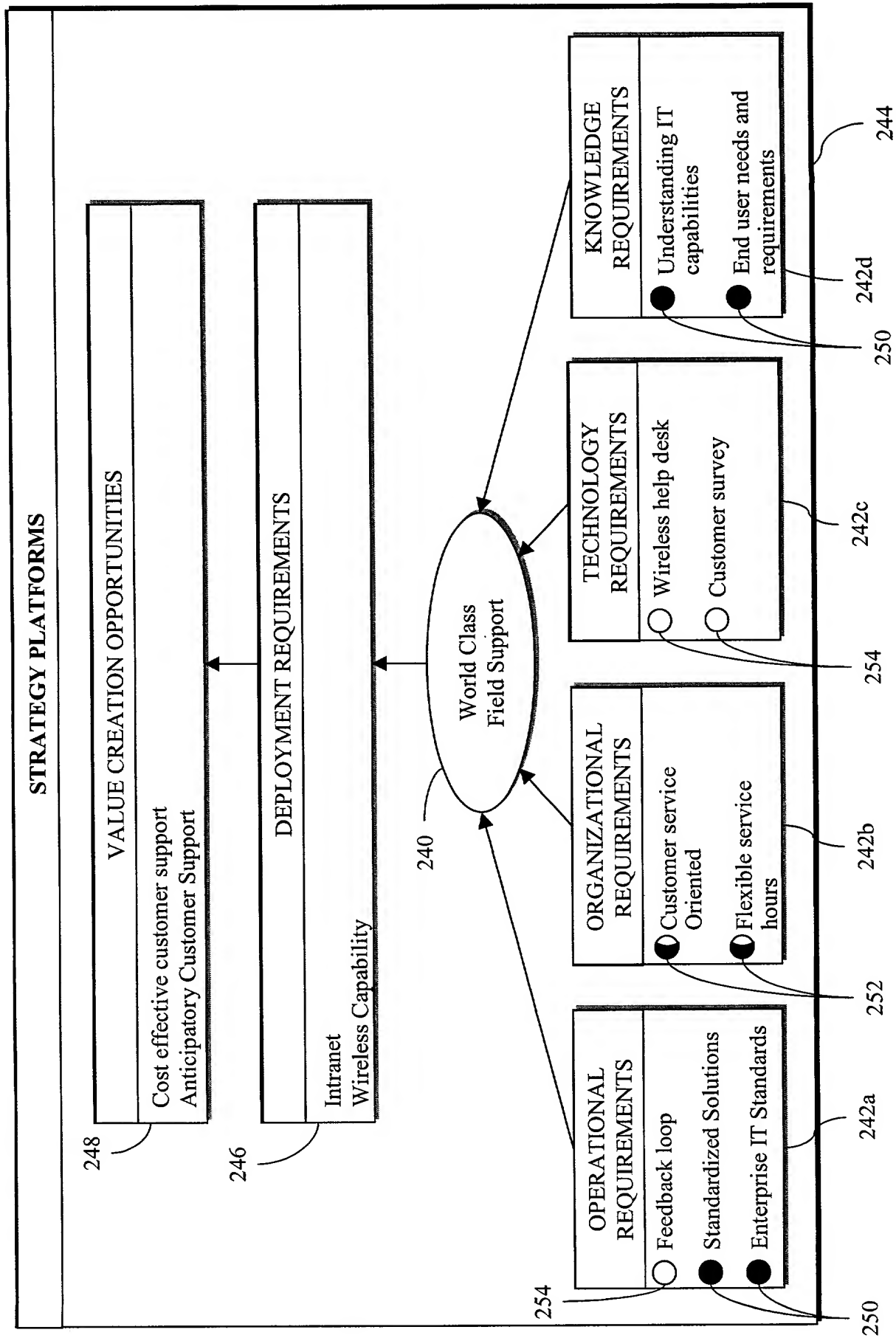


Fig. 12